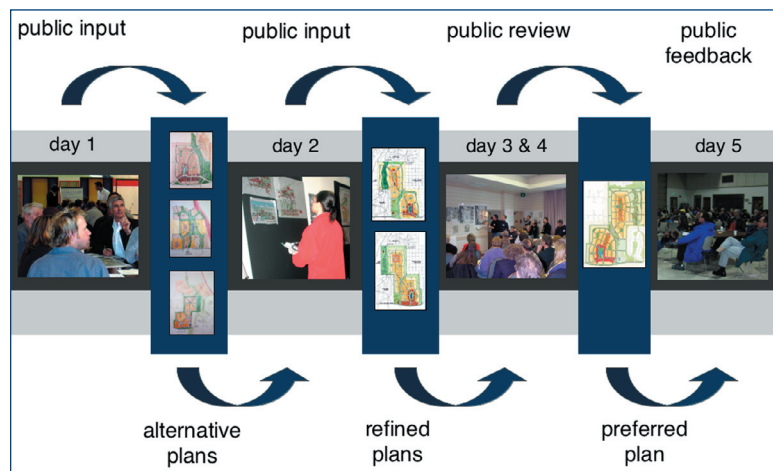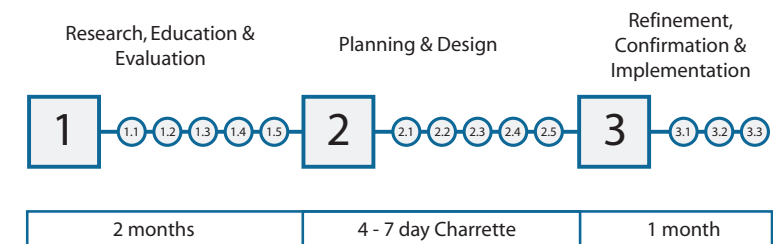## HDR | LCA + Sargent *Town Planning*

HDR|LCA+Sargent has extensive experience in public involvement processes, most notably the Charrette. The Charrette has emerged as an alternative to conventional planning, approval, and development methods. Generally held on-site, Charrettes are social, political and business events. They provide a forum for ideas and feedback, and a venue for collaborating on developing a vision with a broad, community authorship. Charrettes are designed to achieve specific objectives: the design of a new neighborhood, the redevelopment of an underutilized, old main street, or the revitalization of a Subarea bounded by major transportation corridors.

The Charrette integrates the designers, the end users, the developers, the regulators, and citizen-activists into a relatively brief, cyclical process of output and input. Through this process, HDR|LCA+Sargent has achieved remarkable goals on bitterly contested projects that would have otherwise remained unattainable.

Leading up to the Charrette, HDR|LCA+Sargent often directs the effort to engage the community to ensure broad participation. As a critical component, the team generally holds confidential stakeholder interviews with property and business owners, community groups and public officials. Confidential interviews help build trust and allow stakeholders to express their thoughts freely.

The public involvement process developed by HDR|LCA+Sargent's Steve Coyle and former Lennertz & Coyle Town Planning partner Bill Lennertz culminated in their founding of the National Charrette Institute <www.charretteinstitute.org> to research and train organizations and professionals in this collaborative process. Whether through a single Charrette or series of workshops, a rigorous and iterative brainstorming and review cycle process can help forge community participation while testing the plans to arrive at excellence through consensus. HDR | LCA + Sargent and team members have facilitated over 200 Charrettes, and have the skills needed to overcome opposition through a supportive planning process.

Phases of the Charrette Process

| 2 months | 4 - 7 day Charrette | 1 month |

Work and Feedback Cycles During the Charrette

Public Involvement Strategies

Over the years, HDR|LCA+Sargent has developed a set of strategies essential to a successful public planning process.

Typical Charrette studio scene.

Typical internal team pin-up critique.

Typical public open house gallery.

1. **Work collaboratively**
    Create a long-lived plan based each individual's unique contributions.

2. **Design cross-functionally**
    Multi-disciplinary teams work concurrently to build a feasible solution from the beginning.

3. **Use design to achieve a shared vision and create holistic solutions**
    Design illustrates the complexity of the problem and can be used to resolve conflict by proposing previously unexplored solutions that represent win/win outcomes.

4. **Work in detail**
    Lasting agreement is based on a fully informed dialogue.

5. **Constrain work schedules**
    Time compression facilitates creative problem solving by accelerating decision-making and reducing unconstructive negotiation tactics.

6. **Communicate in short feedback loops**
    Regular stakeholder reviews quickly build trust in the process and foster true understanding and support of the product.

7. **Work over consecutive days**
    Several days are required to accommodate three feedback loops, scheduled at least a day apart. Three loops are the minimum required to facilitate a change in participants' perceptions and positions.

8. **Work on-site**
    Working on-site fosters participant's understanding of local values and traditions, and provides the necessary access to stakeholders and information.

9. **Produce a buildable plan**
    The success of a community's work to plan together hinges on implementation tools such as codes and regulating plans.

10. **Evaluate the plan with objective measures**
    Determine the appropriate measures to qualify and quantify the plans, from concept development through the final plan.